



Information from A to Z



A

Additional cover

If you need more, please call 200 or ask our staff.

Allergic persons

Please contact the reception if you will need any special laundry or food because of your allergies.

Appointments

We would be pleased to give you a hand at making appointments for massage, manicure, pedicure etc.

Arrival

On your day of arrival your room is available after 3:00 p.m. Upon arrival you will receive a Guest Card. With this card you will enjoy many profits, such as discounts on admission charges with ca. 1200 leisure facilities in ca. 190 participating towns.



B

Baby monitor

Available at the reception for free.

Bar

Our bar is open every day and invites you to stay.

Bathrobe

Is in every room available.

Bike rental outlet

If you want to go on a trip by bike we would be pleased to provide you different ladies, men's and kids bicycles. Please make a reservation the day before at the reception.

We have also 2 E-Bikes: ½ day 9,00 € 10:00 a.m. - 1:00 pm.
1day 14,00€ 10:00 a.m. - 6:00 pm.



Genuss- & Familienhotel Bären am See
Panoramastraße 6, D-72297 Seewald-Erzgrube, +49 7448 9220, info@baeren-am-see.de



Bill

Can be settled one day before departure or on the morning of departure from 08:00 a.m.

Breakfast

We serve breakfast from 07:30 to 10:00 a.m. in our restaurant.

Bus

The bus stop is situated downtown. Timetable for Freudenstadt and back is available at the reception.



C

Café

Enjoy your coffee or tea with home baked cakes & pies in a pleasant atmosphere on our garden terrace, in our conservatory, lounge or hotel lobby.

Check-in

Starting at 3:00 p.m.

Check-out

until 10:30 a.m.

Childcare

You can bring your kids in our Kids Club “Bärenland”, Opening hours and program on the entrance.

Church

If you want to go to church, please ask our reception for the planned divine services in Erzgrube.

Credit cards

We accept VISA-, EURO- and MASTERCARD



D

Departure

Please vacate your room on departure day by 10:30 a.m. and leave the key at the reception.

Doctor

General practitioner: Dr. Peter Schilling
Freudenstädter Straße 3
72297 Seewald-Besenfeld
Phone: 07447 / 2059



E

Emergency exits

Please note the signs



F

Fax

We are glad to send a fax for you.

Flowers

Can be arranged in case you order it at least 2 days in advance.



G

Guest safe

In each room you can find a guest safe in the wardrobe. You can also leave your valuables at the reception.



H

Hairdresser

Friseurstube Andrea by appointment call 07448 / 381



I

Internet

In each room and in the lobby you will have access to the internet.



Internet terminal with print option

You are welcome to rent a laptop at the reception.
If you want to print something, you can rent a USB-stick and print your documents at the front desk.



K

Key

We kindly request our guests to return the room key card to the reception on the day of departure.



L

Latchkey

Please take the latchkey with you if you plan to come back to the hotel later than 10:00 p.m.

Lift

You will find a lift in the hotel.

Laundry and dry-cleaning service

We offer you a laundry service for your clothes, which you can leave for the chambermaids. We charge 12,00 € per machine load. Usually you will receive your washed clothes back within 3 workdays. Laundry, which is done in the hotel, will usually be returned the same day (delivery before 09:00 a.m. Monday- Friday)

Laundry change

If you like to have daily laundry change, please call the matron.

Luggage

We are glad to bring your luggage from your car into your room or back. Please call 200.



M

Mail

You can deliver your personal mail at the reception. We will send it for you. In case mail is delivered for you, we will put it on your dinner table. Post cards and stamps are available at the reception as well.



Meat products

You can deliver your personal mail at the reception. We will send it for you. In case mail is delivered for you, we will put it on your dinner table. Post cards and stamps are available at the reception as well.



N

Necessities

In case you did forget to take some important things from home,
we can help you with: Toothbrush and toothpaste 2,00 € / Shaving tackles 2,00 €

Night light

Available at the reception.

Non-smoking rooms

This is a non-smoking hotel. We would like to ask you to accept this rule. In case you do not comply with this rule, we charge you 150,00 € cleaning cost.



P

Parking area

We have free car park in front of our hotel.

Paediatrician

Dr. Markus Stiletto at Baiersbronn **07442 / 848380**

Dr. Barbara Kuznik at Freudenstadt **07441 / 9193870**

Hospital Freudenstadt (child emergency practice)

Karl-Von-Hahn-Straße 120 / Weekends and public holidays 9:00 a.m. – 3:00 p.m.

Pharmacy

You will find a pharmacy in Besenfeld. If you have any questions please ask our friendly staff.

Photocopy

Please ask at our reception. Costs per copy 0,25 €

Pillows

We offer you a choice of different pillows. Please call our matron.



Playground

In our garden we have a children's playground. Please take care of your children while they are playing.

„Parents are responsible for their kids!“

Post

You will find your incoming post at the reception also note paper or postcards. We would be pleased to deliver your post if you leave it at the reception.



Q

Quality

We are decorated with 4 stars from the German hotel and guesthouse classification. We are very keen on keeping and improving these standards, so if you have any suggestions or representations please let us know.



R

Reception

Our reception is open from 08:00 a.m. to 10:00 p.m. Our friendly speaking staff will give you any information you need. You will find the operator and the cashier at the reception.

Repairs

Please fill out the repair form for the head of our technical department.

Room service

For room service, please call 200.



S

Safe

In some rooms, you can also give your valuable things and your cash for safekeeping with our reception.

Sewing service

We offer a special sewing service. Please call the matron if you want to utilize this service.



Shoe shine machine

Shoeshine machines are placed at the restaurant toilettes. If you need special cleaning please call the matron.

Smoke alarm

We have smoke alarms everywhere in the hotel. Please inform us immediately, if there is any problem.

Sockets

All sockets in our house have a parental control.

Souvenirs

such as homemade meat products and „Schwarzwälder Schinken“, liquors, souvenirs can be purchased at the reception.

Stamps

Stamps for your personal mail are available at the reception.

Swimming pool – Sauna

Our swimming pool is located on the ground floor and it is open from 07:00 a.m. to 07:00 p.m.

Our sauna is open from 1:00 p.m. to 7:00 p.m.

Only for Parents:

Moonlight sauna and swimming: Tuesday and Friday from 8:30 p.m. to 10:00 p.m.



T

Taxicab

We would be pleased to order a taxicab for you. Please call the reception.

Telephone

The telephone in your room is a direct-dialing system.

Please dial a „0“ or the „operator“ (=Amt) button first and wait for the dialing tone. The units are stored in our hotel computer. In case you want someone to call you in your room directly, please use + 49 (0)7448/922-1 (17) room number.

Important internal phone numbers: Reception: **200**
Fam. Koch private (only in case of emergency): **210**

Television

We have a modern TV set in each room. You can choose between 16 channels.

Tourist-information

Besenfeld phone: 07447 / 94600 or at the reception



U

Umbrellas

You can borrow umbrellas at the reception for free.
(Please bring them back for other guests)



V

Valuables

For insurance measurement reasons we would like to ask you not to leave any valuables laying around in your room. It would be better to put them in the safe in your wardrobe or the reception.



W

Wake-up call

In every room we have an alarm clock. It is also possible to get a wake-up call from the reception.

Please make a reservation the evening before.

Whirlpool

Whirlpool coins are available at the reception for 3,00 € / 12 minutes.

